

Undertaking # 17

MPI to determine the length of time the RCO software has been in use.

RESPONSE:

The RCO contracted an independent firm to develop the RCO Claims Database System in 1999. In 2008, MPI assumed ownership of the RCO Claims Database System and re-wrote the existing Java based application to MPI's business portal, and upgraded the RCO workstations to MPI standards. This enabled MPI to provide IT support to RCO staff and recyclers for the software on a go forward basis.

In 2010, MPI completed the development and implementation of the Claims Response System for the RCO and recyclers that is currently in use. MPI continues to provide IT support for Claims Support System to the recyclers.